

# *Health Works*

**By Team Darnall**

## **New Prescription Process at Main Pharmacy**

Have you been to the main outpatient pharmacy lately? In an effort to improve customer satisfaction and prescription processing efficiency, the main pharmacy at Carl R. Darnall Army Medical Center is implementing a new queuing and processing system.

### **What is the current process?**

Currently a patient waits in line to get one of three tickets (active duty, emergency, all others). Once he gets a ticket, the patient is seated until he is called to a window at which time all prescriptions are processed. Patients may stand at the window from five minutes to a half-hour depending on how many prescriptions are being processed.

This process requires pharmacy personnel at the window to complete all the tasks associated with the screening, filling, and dispensing of the prescription(s). Some personnel are very active with this process while other personnel are idle due to the limited number of windows available.

### **What is the new process?**

With the new process, patients will queue up to a window where the prescriptions will be taken immediately for processing. The patient will then receive a priority ticket and asked to have a seat until all the prescriptions are ready for dispensing.

This process will enable pharmacy personnel to focus on one or two tasks rather than five or six. For example, certain personnel will process prescriptions (enter them in the computer) while others will fill and others will dispense. The processing should flow more smoothly and overall waiting time will eventually decrease.

### **What will the patient see initially?**

As the pharmacy staff and patients get used to the new process, waiting times may actually be a bit longer. During the next six to eight weeks the process will become more routine, efficiency will improve, and waiting times should go down.

### **What are other options for getting new prescriptions filled?**

Beginning in January, the CRDAMC pharmacy started a drop off option for all handwritten, new prescriptions. You may turn-in the prescription for pick up the following day after 11 a.m. The TRICARE Mail Order Pharmacy (seven- to 10-day turn around) and TRICARE Retail Network Pharmacies provide other options for getting new prescriptions processed.

Please let the pharmacy know if you have any questions/concerns regarding the new process at 288-8801.

## **Reduce eye infections**

The following are guidelines for contact lens users to help reduce their risk for eye infections:

- O Visit your eye-care provider for regular eye examinations
- O Wear and replace contact lenses according to the schedule prescribed by your provider
- O Remove contact lenses before any activity involving contact with water, including showering, using a hot tub, or swimming
- O Wash hands with soap and water, and dry before handling contact lenses

O Clean lenses according to manufacturer's guidelines and instructions from your eye-care provider. Use fresh solutions each time. Never use saline solution and rewetting drops to disinfect lenses. Neither is an effective or approved disinfectant.

O Store reusable lenses in the proper storage case. Never use tap water to store lenses. Air dry case after each use and replace it every three months.

## **Self-Care Class**

The self-care class teaches you to care for minor illnesses and injuries at home. You will receive a card for limited numbers of over-the-counter medications from CRDAMC pharmacies without a prescription. To enroll in the next class, call 288-8888.

Upcoming Class: June 15 at 2 p.m.

## **Asthma Classes**

DACH AIR is an asthma self-management program that provides the necessary skills and knowledge to take charge of asthma. The program offers group classes as well as one-on-one education if needed. To enroll in DACH AIR, call the Population Health Center staff at 288-8136 or simply walk-in to the class that meets your needs.

Wee Wheezers (parents and caregivers of children age 12 and under) -- Second Thursday of every month from 1 p.m. to 3 p.m.

Adults (people with asthma ages 13 and up) -- Third Thursday of every month from 1 p.m. to 3 p.m.

Upcoming Classes: Adults 21 June at 1 p.m.

## **Pregnancy Nutrition Classes**

Pregnant or trying to become pregnant? The Nutrition Clinic, 288-8860, offers weekly classes discussing nutrition for pregnancy on Mondays. Walk-ins are welcome -- no appointment required.

Upcoming Classes: June 18 or 25 at 1 p.m.

## **Knee Class**

The physical therapy clinic conducts a knee education class in the hospital's auditorium located on the basement floor. The class covers basic knee anatomy, common causes of knee pain, treatment goals, tips for selecting and maintaining running shoes, and basic knee-related stretching and strengthening exercises. Your health care provider may refer you to the knee class or you can self-refer by calling central appointments at 288-8888.

Upcoming Class: June 19 at 1 p.m.

## **Back Class**

The physical therapy clinic conducts a back education class in the hospital's auditorium located on the basement floor. The class covers proper lifting techniques, the importance of correct posture, common causes and prevention strategies for neck and back pain, and basic stretches and exercises for the neck and back. Your health care provider may refer you to the back class or you can self-refer by calling central appointments at 288-8888.

Upcoming Class: June 21 at 11 p.m.

## **Healthy Hearts**

The Nutrition Clinic offers user-friendly information in a positive environment on how to lower your cholesterol and/or blood pressure without drugs (or reduce your medication dosage). Lifestyle changes can make a big

difference! A recent laboratory test and health care provider consult is preferred, but we also take self-referrals. Call the clinic at 288-8860 to enroll.

Upcoming Classes: June 15, June 22 or June 29 at 1:30 p.m.

## **June is:**

**Home Safety Month:** [www.homesafetycouncil.org](http://www.homesafetycouncil.org)

**Myasthenia Gravis Awareness Month:** [www.myasthenia.org](http://www.myasthenia.org)

## ***HealthWorks Tip of the Week...***

### **Keeping Kids on 'Heelys' Safe**

Millions of kids throughout the country are rolling along on Heelys, sneakers that turn into roller skates by popping wheels into the heels. Because these items are viewed as "shoes" more than "skates," parents assume they are as safe as every day sneakers. But child safety experts say that Heelys are dangerous and they have been banned in many shopping malls, grocery stores, schools and other public places throughout the country. In fact, in 2006, Heelys made the W.A.T.C.H. (World Against Toys Causing Harm) "10 Worst Toys" list. Injuries that have been reported from Heely accidents are similar to those of inline skating accidents, and include:

- Broken wrists, elbows and ankles
- Back injuries
- Facial cuts, abrasions and bruises (from falling forward to the ground)
- Head injuries and concussions

To prevent Heely injuries:

- Instruct children to consider Heelys the same as inline skates and scooters -- they should always wear protective safety equipment, including a helmet, wrist guards, knee pads and elbow pads when heeling.
- Remove the wheels when using Heelys in shoe mode. If you leave the wheels in, your child will be tempted to skate in inappropriate places at inappropriate times.
- Don't allow your child to use her Heelys in skate mode in or near traffic, on uneven surfaces, or on stairs.
- Prohibit heeling in crowded areas; never allow heeling in stores.
- Instruct your child not to roll faster than he can walk.
- Make sure your child staggers her feet when heeling, with one foot in front of the other. Keeping both feet together will lead to loss of balance and falling.
- Don't let your child use the Heelys in skate mode indoors where he is more likely to hit something hard, such as a table, desk or other furniture.

For more information, please visit: [www.chop.edu](http://www.chop.edu)

For more information on Team Darnall, our services and up coming events, visit our Web site at <http://www.hood-meddac.army.mil>

For information on TRICARE services, log on to <http://www.tricare.osd.mil/>